

17/03/2020
West Bromwich

Customer / Supply Chain Communication – COVID-19/Coronavirus

We have seen numerous developments in the spread of COVID-19 coronavirus with increasing incidents in the UK. Keltruck takes the wellbeing of its staff, customers and supply chain at the utmost importance. We have constructed this plan to mitigate any risk so we can continue to provide vital support to our customers from a healthy workforce.

In the current situation it is the duty of our employees to take care for their own health and that of their work colleagues by not attending for work if they have flu-like symptoms. Employees who disregard this basic precaution and are seen in the workplace displaying flu-like symptoms will be asked to leave and self-isolate, their work environment will then be isolated and sanitised accordingly.

Current Status

The government is giving updates daily about the current situation which can be found here <https://gov.uk/coronavirus> likewise up to date information is available about the virus and how to protect yourself from the NHS which can be accessed here <https://nhs.uk/coronavirus>.

Keltruck Staff are following good hygiene procedures

- Catch it. Bin it. Kill it. - Carrying tissues and having them available and using them to catch coughs and sneezing. Tissues binned immediately and hand washing afterwards.
- Using a tissue, cough or sneeze into your upper sleeve, not hands.
- Washing hands often with soap and water, especially after coughing or sneezing and after using public transport.
- Using a sanitiser gel if soap and water when or if not available.
- Avoiding touching your eyes, nose and mouth with unwashed hands.
- Avoiding close contact with people who are unwell.

Vehicles

Customer vehicles / shared vehicles i.e. assistance vehicles and courtesy cars are a risk area. Rest assured; our teams are instructed to:

1. Use both seat and steering wheel covers for customer vehicles entering the workshop
2. Using disposable gloves whilst working on the vehicles
3. Adopting hygiene procedures whilst working on vehicles
4. Using disposable gloves and hygiene procedures on key handover process
5. Hygienically cleaning courtesy vehicles and shared vehicles on handover

Break / Rest areas

Reduced in terms of numbers, managers staggering break times so numbers are reduced in the break areas, teams using the areas are to clean down surfaces with antibacterial wipe before and after use and cleaning regimes increased to deep clean facilities when used.



Meetings

- Cancelled non-critical meetings
- Avoiding external meetings / conferences
- No meetings with external visitors unless business critical
- Using telephone & technology to remain in touch with customer and supply chain in the majority of cases

Training

- Training courses have now been reduced and we are making full use of technology and online training courses.

Business Travel

- No business travel internationally unless approved by Directors
- Flights including domestic avoided where possible

Private Travel

- Following government advice <https://gov.uk/foreign-travel-advice>

Coronavirus Training Course

All staff have conducted an online video training course which is common across the whole Scania Network outlining:

COVID-19

- Common questions
- Coronavirus Action Plan
- Coronavirus Overview – NHS
- NHS 111 Online
- Numbers to call
- Myth busters
- Travel advice
- When should you wash your hands

Business Continuity

As part of a network of 89 dealer locations across the UK, Keltruck has a contingency plan in place should a department or location need to be temporarily closed for a period of time. This document is available if required. Please request a copy at info@keltruck.com.